

### **III (A). INFORMATION SYSTEM**

**GOAL:** The State Agency will monitor and maintain the business processes and associated technology to provide Electronic Benefits Transfer (eWIC) issuance, redemption, payment, and reconciliation services to distribute WIC food benefits in the State of West Virginia.

**METHODOLOGY:** The State Agency (SA) will work with the eWIC service provider to monitor the eWIC system, ensuring that it is working properly and meets the service level requirements, and provide project management and contract administration throughout the duration of the project.

The SA will work with the eWIC service provider who will provide ongoing communications of any issues, enhancements, changes or updates to the system.

**EVALUATION:** The eWIC service provider submits a Monthly Report Card and conducts monthly status meetings. The Report Card is reviewed by the WIC Director and progress is monitored by the eWIC Coordinator. It lists any disruptions in service as well as any customer service issues that have been reported. Also listed are any communications from the eWIC service provider to the State.

**STATUS:** The eWIC service provider has submitted Monthly Report Cards showing that all performance standards and service level requirements have been met.

**This is an ongoing goal for FY 2021.**

### **III (B). INFORMATION SYSTEM**

**GOAL:** With the transition to the M&E phase of the State Agency Model (Crossroads) application in 2017, the SA will monitor and maintain the business processes and technology for the provision of nutrition services and food benefits to the Women, Infants and Children of WV.

**METHODOLOGY:**

1. Work with the Maintenance & Enhancement contractor, as well as state and local agency staff to monitor and test the application to ensure that is working properly.
2. Provide project management and contract administration throughout the duration of the project.

**EVALUATION:** The SA will identify and report system issues and enhancements. These will be sent to the Crossroads User Group Product Management Office (PMO) for review and prioritization. Once issues have been coded and implemented, all states in the user group will begin testing.

**STATUS:** **This is an ongoing goal for FY 2021.**